

TYPE: Broad categories that classify the type of conflict based on who the main parties in the conflict are in relation to the Agency tracking ADR cases and what role the Agency plays in the conflict. These follow the categories used in the matrix forms that agencies filled out.

SUB-TYPE 1: Within the broad TYPE categories, this provides a further specification of the category of participants in the conflict.

SUB-TYPE 2: Identifies the nature of the conflict.

It was decided that TYPE and SUB TYPE 1 would be standardized statewide. We will also standardize SUB TYPE 2 as much as possible, but will give each agency the freedom to add additional SUB TYPE 2 entries as needed. This will give the ADR Council the capability of drawing comparisons and reporting across agencies.

The specific entries that will appear in the drop down lists for these case types are listed in the table attached.

ADR Software Setup Specifications

DISPUTE TYPE

TYPE (50 char)	SUB-TYPE1 (50 char)	SUB-TYPE2 (Nature of Conflict)
3 rd Party v 3 rd Party (Agency is adjudicator)	3 v 3: Gov Agency v Gov Agency	APS/BCI/SAFE Checks
	3 v 3: Gov Agency v Non-G Agency	Bus Regulation/Div of Corp Disputes
	3 v 3: Non-G Agency v Non-G Agency	Claim/ Claim Denial
		Consumer Complaint
Agency v 3 rd Party	A v 3: Agency as Overseer	Consumer Protection
	A v 3: Agency as Service Provider	Contract (Direct or Implied) Dispute
	A v 3: Agency in a Contractual Relationship	Corrective Action/Discipline/Performance
	A v 3: Agency in Multiple Roles	Discrimination/Harassment/Retaliati on
		Eminent Domain/Inverse Condemnation
Inter-Agency (Agency vs another gov. agency)	InterA: Agency v County/Local Agency	Employee Benefits
	InterA: Agency v Federal Agency	Employee Compensation
	InterA: Agency v State Agency	Interpersonal Conflict
		Job Classification
Intra-Agency	IntraA: Inter-Division	License/Registration/Permit Denial (new appl/renewal/reinstatement)
	IntraA: Peer v Peer	License/Registration/Permit Sanction
	IntraA: Subordinate v Supervisor.	Policy/Rule Interpretations/Violations
		Property Tax
		Rate Making Disputes
		Records Requests
		Recruitment/Selection Disputes
		Rule Making Disputes
		Safety Regulation/Violation
		Tax Audit Assessment
		Tax Penalty/Interest Waiver
		Tax Refund Denial
		Tort Claims
		Unemployment Benefits
		Unlicensed/Unregistered Practice
		Workers Compensation
		Working Conditions